

SENECA

Claims Service

The most important feature in an insurance policy is what happens after a loss has occurred. At Seneca we believe that a proactive customer focused approach is the best way to mitigate the impact to the day to day operations of a business.



PROACTIVENESS

- Same day contact with both insureds and brokers with inspection within 48 hours
- Strong alliances with strategic partners like Encircle allows us to deploy new technologies in the field for real time adjustment and reduction of the claim cycle time.
- Empathetic adjusters effectively guide the insureds through the claims process
- Meaningful and timely advances when no coverage issues exist to get our policyholders back in business.
- Strong defense of the policy when coverage issues exists
- Make the communication process easy and as we provide timely responses to questions and inquiries

RESOURCES

- Strong claims personnel with 16 Property and 7 Liability Adjusters, including a 6 man Field Adjuster team delivering undiluted Seneca service to our policyholders
- In-House CAT Team ready to be deployed within days of a CAT Event
- In-house Subrogation team relentlessly pursues recovery to benefit our policyholders
- Strong network of leading independent adjusters, builders, engineers, forensic accountants and other specialists

QUALITY

- In-house claim file audits to ensure our best practices are effective
- Periodic audits of outside vendors for accountability purposes
- Strong litigation management plan to ensure accurate billing and usage practices
- Executive Claim Reviews (ECM) allows for collaborative solutions from our most experienced team members

Claims

For immediate claims service email us at:
claims@senecainsurance.com

Contact

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